



Western Power Distribution Local Investment Workshops

Summary Report

September 2020

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1 | OVERVIEW

In September 2020, WPD’s distribution managers hosted a series of 11 workshops to gather feedback from its stakeholders across the company’s network area: the East Midlands, South Wales, the West Midlands and the South West. Owing to the circumstances regarding Covid-19, the workshops were held online using the Zoom platform, rather than in person.

Most of the workshop attendees represented local authorities, although other parties involved in the growth agenda, such as developers, universities and community energy groups, were also in attendance. The feedback from all the workshops has been collated and summarised in this report.

Each workshop covered a different geographic area within the WPD network, as follows:

East Midlands	
Lincolnshire	15 September 2020
Derby, Nottingham and Chesterfield	17 September 2020
Northampton, Coventry and Leicester	17 September 2020
South Wales	
Cardiff and East Wales	10 September 2020
Swansea and West Wales	23 September 2020
West Midlands	
Telford and Stoke	9 September 2020
Birmingham and Tipton	15 September 2020
Hereford, Gloucester and Worcester	16 September 2020
South West	
Devon and Plymouth	8 September 2020
Somerset, Mendip and Bristol	9 September 2020
West Cornwall and Bodmin	22 September 2020

This workshop series, which gave stakeholders the opportunity to get involved in WPD’s RIIO-ED2 Business Plan development, was designed with a number of objectives in mind. In addition to virtually ‘meeting’ their distribution manager and local teams, stakeholders were able to find out about WPD, its challenges and planned local investment, and discuss network constraints and capacity issues.

WPD, meanwhile, aimed to further its understanding of local growth agendas, including Local Energy Plans, and to collect information on stakeholders’ ambitions around electric vehicle charging, heat pumps and other low-carbon technologies (LCTs). The company also used the workshops as an opportunity to explain its Future Energy Scenarios, share best practice and obtain feedback on any other areas of interest for stakeholders.

Each workshop was split into three sessions:

- Introducing WPD
- Supporting the Growth Agenda
- Supporting the Transition to Net Zero

Each session began with a PowerPoint presentation given by a local distribution manager or WPD staff member to provide attendees with an overview of the topic in question. Each presentation was followed by a discussion in a breakout room, aimed at gathering targeted feedback from stakeholders.

WPD instructed EQ Communications, a specialist stakeholder engagement consultancy, to independently facilitate the workshops and to take notes of the comments made by stakeholders. Comments were not attributed to individuals to ensure that all stakeholders were able to speak as candidly as possible.

2 | EXECUTIVE SUMMARY

Each workshop session opened with a presentation by a WPD representative, which was followed by group discussions in breakout rooms designed to elicit stakeholder feedback. In addition to discussing the topic covered during the presentation, stakeholders were asked to feed back on a number of outputs falling under six priority areas identified by stakeholders at previous engagement events in order to inform WPD's RIIO-ED2 Business Plan. The six priority areas are detailed below and the individual outputs listed under these categories can be found in Appendix 2 of this document.

- Network reliability
- Network resilience (to severe weather)
- Connections
- Community energy
- Whole system approach to achieve Net Zero
- Innovation and new services

This report contains summaries of the findings from the breakout discussions across the 11 workshops, as well as written feedback from stakeholders.

SESSION ONE: INTRODUCING WPD

- Across the four regions, stakeholders were keen to discuss their growth plans and the challenges presented by Net Zero targets. Across WPD's network area, stakeholders stressed that connections and capacity were key considerations for their growth plans and targets.
- There was consensus that societal changes caused by Covid-19 would impact WPD's business. These ranged from the network reliability implications of the rise in homeworking to the economic impacts of the pandemic, which would affect the company's fuel poverty work.
- In all four regions, stakeholders agreed that WPD should play a key role in the green recovery. Among other things, the company was called on to meet requirements for additional capacity, to continue to focus on customer service and to support local authorities in their planning.
- Although there was agreement that WPD should maintain its focus on network reliability and resilience, some felt that the company's restoration targets could be more ambitious.
- At all four events, stakeholders suggested additional outputs. These ranged from working more closely with water companies and other stakeholders to build local resilience to flooding, to improving communication with communities on possible curtailments.
- In general, the company was advised to present all of its outputs in plain English, and it was felt that KPIs would keep the company accountable and help to measure progress.

SESSION TWO: SUPPORTING THE GROWTH AGENDA

- Almost half of survey respondents (44%) had worked with WPD as part of its DFES planning. Most respondents (49%) characterised their experience of DFES engagement as ‘neutral’, although almost half (44%) described their experience as ‘good’ or ‘very good’.
- Across the workshop series, most survey respondents (90%) were willing to engage more with the company. This interest in closer engagement was not limited to local authorities, but instead spanned a range of sectors, including academia, community energy and business.
- There was widespread agreement that WPD could improve its DFES engagement by engaging with a wider range of actors involved in the planning process, as well as domestic customers.
- Stakeholders’ growth plans included new housing developments, some of which involved the installation of LCTs; renewable schemes; and enterprise zone developments.
- When asked whether Covid-19 would affect volumes of industrial, commercial or domestic developments, the vote was fairly evenly split between those who expected an impact (34%), those who felt volumes would remain unaffected (34%) and those who were not sure (32%).
- Stakeholders in all four regions shared a conviction that community energy would have an important role to play. It was felt that WPD could do more to support community energy groups by educating and advising local groups, providing technical support and lobbying government.
- WPD’s outputs on community energy and connections were widely supported across the workshops, particularly the suggestion for a local Community Engineer in each licence area. Stakeholders stressed the importance of a joined-up approach and data sharing.

SESSION THREE: SUPPORTING THE TRANSITION TO NET ZERO

- A large proportion of survey respondents reported that their local authority had set a target date for Net Zero or declared a climate emergency (75% and 76%, respectively). Local authorities had ambitious aims, with 2030 a common Net Zero target across the four regions.
- Across WPD’s network area, stakeholders reported plans to install EV charge points and solar panels, while uptake and awareness of heat pumps seemed to be more mixed. Some were considering battery storage or investigating hydrogen.
- While some reported that their focus on LCTs would not waver in light of Covid, others indicated that projects had experienced delays as a result of the pandemic. Stakeholders highlighted the heightened uncertainty facing LCT projects, particularly in the area of transport.
- Stakeholders generally agreed with the company’s outputs on Net Zero and innovation. Many felt that the ideas portal in particular showed promise.
- There was widespread agreement that WPD should engage with a wide range of stakeholders on Net Zero and innovation to facilitate shared planning, with some arguing that the company should take on a signposting role.

WRITTEN FEEDBACK

After the workshop, stakeholders were asked to complete a short feedback form. The combined feedback across all 11 workshops was as follows:

- The average satisfaction score for the workshops was 8.41 out of 10.
- 96% of attendees who filled out a feedback form told us that they found the workshop either ‘very interesting’ or ‘interesting’.
- 48% of stakeholders ‘strongly agreed’ that they had had an opportunity to make their points and ask questions, while 46% ‘agreed’.
- 88% ‘agreed’ or ‘strongly agreed’ that the right topics were discussed on the day.
- 54% thought EQ Communications’ facilitation was ‘very good’, with 45% opting for ‘good’.
- 88% felt the online format worked ‘well’ or ‘very well’.

3 | ATTENDEES

A total of 206 stakeholders attended the workshops across the four regions, representing 129 organisations. The organisations represented are shown below:

- 361 Community Energy
- All Wind UK Ltd
- Amber Valley Borough Council
- Ashfield District Council
- Bassetlaw District Council
- Bath and North East Somerset Council
- Bath and West Community Energy
- Birmingham City Council
- Blaenau Gwent County Borough Council
- Bolsover District Council
- Boston Borough Council
- BP Chargemaster
- Bristol City Council
- Bromsgrove District Council
- Broxtowe Borough Council
- Caerphilly County Borough Council
- Cannock Chase District Council
- Cardiff Council
- Carmarthenshire County Council
- Carmarthenshire Energy
- City of Lincoln Council
- Corby Borough Council
- Cornwall Council
- Cotswold District Council
- Country Land and Business Association
- Coventry City Council
- CWM Environmental Ltd
- Devon County Council
- East Devon District Council
- East Lindsey District Council
- East Staffordshire Borough Council
- Enzen Global Ltd
- Erewash Borough Council
- Evans Energy Ltd
- Exeter City Council
- Extinction Rebellion
- Federation of Small Businesses
- FLOH Consulting
- Forest of Dean District Council
- Gedling Borough Council
- Gloucester City Council
- Gloucestershire County Council
- Green Nation
- Hafod
- Harborough District Council
- Herefordshire Council
- High Peak Borough Council
- Homes England
- IBM
- Independent Property Consultant
- Inframan Ltd
- Isles of Scilly Community Venture

- Johnson and Phillips Ltd
- JPU
- Leicestershire County Council
- Lincolnshire County Council
- Malvern Hills District Council
- Mansfield District Council
- Matrix Planning
- Mendip District Council
- Mid Devon District Council
- Midlands Energy Hub
- Milford Haven Port Authority
- Milton Keynes Council
- Mozes
- Network Rail
- Newark & Sherwood District Council
- Newcastle-Under-Lyme Borough Council
- Newport City Council
- North Devon Council
- North Kesteven District Council
- North Northamptonshire Joint Planning and Delivery Unit
- North Somerset Council
- North West Leicestershire District Council
- Northampton Borough Council
- Nottinghamshire County Council
- Pembrokeshire County Council
- Places in Common
- Plymouth City Council
- Pobl Group
- Prologis
- Redditch Borough Council
- Redrow Homes Midlands
- Regen
- Renew Wales
- Rhondda Cynon Taf County Borough Council
- Richborough Estates
- Rutland County Council
- Schneider Electric
- Solihull Metropolitan Borough Council
- Somerset Climate Action Network
- Somerset Community Energy
- Somerset County Council
- Somerset West and Taunton Council
- South East Wales Energy Agency
- South Gloucestershire Council
- South Hams District Council
- South Holland District Council
- South Kesteven District Council
- South Northamptonshire Council
- South Somerset District Council
- Staffordshire Moorlands District Council
- Stephens Scown
- Stratford-on-Avon District Council
- Swansea Council
- Teignbridge District Council
- Telford and Wrekin Council
- Tewkesbury Borough Council
- The Green Valleys
- The Heat Project
- Torridge District Council
- Totnes Renewable Energy Society
- Transport for Wales
- Transport for West Midlands
- University of Bristol
- University of Exeter
- University of Manchester
- University of Warwick
- Vale of Glamorgan Council
- Wadebridge Renewable Energy Network
- Warwick District Council
- Wattify Limited
- Welsh Government
- Welsh Government Energy Service
- West Devon Borough Council
- Worcester City Council
- Worcestershire County Council
- Worcestershire Local Enterprise Partnership
- Wychavon District Council

4 | SESSION ONE: INTRODUCING WPD

The first presentation of the day outlined WPD's role as a Distribution Network Operator (DNO), the implications of its transition to Distribution System Operator (DSO) and its approach to working on a regional level. In addition to outlining the business planning process, the presenters updated stakeholders on WPD's response to Covid-19.

Stakeholders were also asked to give feedback on WPD's draft outputs on network reliability and resilience, which included a 12-hour target for restoring customer supply, the installation of flood defences and the reduction of tree-related faults.

Broadly speaking, many stakeholders had attended with a view to broadening their knowledge of a particular topic, such as electric vehicles (EVs), the connections process or Net Zero. Stakeholders were also keen to find out how WPD could support their plans and ambitions, learn more about the company's work and ensure alignment between their strategies and the company's plans. The workshops were also seen as an opportunity to discuss local issues, such as barriers to EV charging in rural areas or network capacity limitations in a particular region.

Local authorities were particularly keen to discuss their Local Plans and future growth, often referring to new or planned developments in their area. Stakeholders were also interested in discussing their plans to achieve Net Zero, either as an organisation or at local authority level. Community energy was another area of interest across the workshop series, along with low-carbon technologies (LCTs). Stakeholders in all four regions expressed an interest in EV infrastructure and roll-out, while heat pumps, solar and wind power were also mentioned. Across all four regions, stakeholders stressed that connections and capacity were key to achieving their aims and implementing their plans.

Across the company's network area, stakeholders alluded to changes in working practices that had occurred since the emergence of Covid-19, including an increase in homeworking and online meetings. It was felt that these behavioural shifts may impact WPD's plans, given the implications for public transport use and the increasing need to ensure network reliability for homes, particularly in rural areas. Stakeholders warned that these developments would affect various areas of WPD's business, from its approach to fuel poverty to its stance on security and data sharing as more staff work from home.

Across the company's network area, stakeholders agreed that WPD was well placed to support organisations in the green recovery and welcomed the opportunity to partner with the company. They felt that, as a DNO, the company had a crucial role to play by providing network upgrades and additional capacity for renewable generation. At an operational level, the company was advised to continue providing good customer service, particularly to PSR customers, and to future-proof its business, stockpiling if necessary. At a number of workshops, stakeholders called on the company to improve its communication to expedite the green recovery. Suggestions included doing more to publicise funding opportunities, engaging with players in the green economy and educating consumers. Stakeholders also called on the company to engage with and provide guidance to local authorities to help them return to long-term planning.

There was strong agreement that climate change and the move to a smart network would make network reliability and resilience even bigger priorities for WPD. Stakeholders referred to local resilience issues, such as floods, rural resilience and rising sea levels. While some praised WPD's proactive approach to faults and outages, others felt that the company could be more ambitious in its targets. Local authorities in the South West and East Midlands in particular were keen to ensure that local tree planting schemes align with WPD's network plans. There was also widespread support for undergrounding cables to strengthen resilience.

Stakeholders described additional outputs that they would like to see in the area of network reliability and resilience. It was felt that WPD had a responsibility to educate its customers, and there were calls for the company to engage with residents before finalising its outputs. The company was advised to improve reliability and resilience by engaging with other DNOs, urban planners, developers and water companies. Some felt that the company could improve the way it communicates with communities on possible curtailments.

In terms of the outputs themselves, stakeholders argued for KPIs and the use of plain English across the board, and it was suggested that WPD could compare its performance against that of other DNOs to provide more context for its outputs.

5 | SESSION TWO: SUPPORTING THE GROWTH AGENDA

The presenters outlined WPD's Distribution Future Energy Scenarios (DFES) and its approach to engagement and explained some of the company's draft outputs around community energy and connections. During the subsequent breakout room discussions, stakeholders were asked to give details of their own local growth plans and consider WPD's approach to supporting the growth agenda.

Almost half of survey respondents (44%) reported that they had engaged with WPD as part of its DFES planning. The majority of respondents (49%) described their experience of DFES engagement as 'neutral', while almost half (44%) characterised their experience as 'good' or 'very good'. While 72% of stakeholders in South Wales rated their experience of DFES engagement positively, stakeholders in the South West were the only ones to rate their experience negatively, with 19% of them describing it as 'very poor'. Stakeholders welcomed the opportunity for open conversations and praised the company's proactive approach, along with the local focus and technical nature of the analysis.

The overwhelming majority of survey respondents (90%) were willing to engage more with WPD. In the discussions, stakeholders from a range of backgrounds indicated an interest in closer collaboration, from universities to community energy groups. Some local authorities reported that they would like to enter a dialogue with WPD earlier in the planning process, and the company was advised to expand its engagement to members as well as officers.

Across all four regions, stakeholders stressed the importance of engaging with a wide range of actors in the planning process, including national parks, developers, landowners with EV charging ambitions, planning committees and large-scale renewable projects. WPD was advised to engage with domestic households on connections, including through landlords, and to educate the public on LCTs and planned development. There were calls for WPD to broaden the DFES approach to incorporate more sources of energy and whole city ecosystems, while the importance of engaging with community energy groups and businesses was highlighted at a number of workshops.

With regard to data access, most stakeholders in South Wales (86%) and the South West (62%) were aware of WPD's Energy Data Hub. However, only a third of stakeholders in the East Midlands (33%) and around a fifth of stakeholders in the West Midlands (22%) had heard of it, indicating a marked regional disparity in levels of awareness.

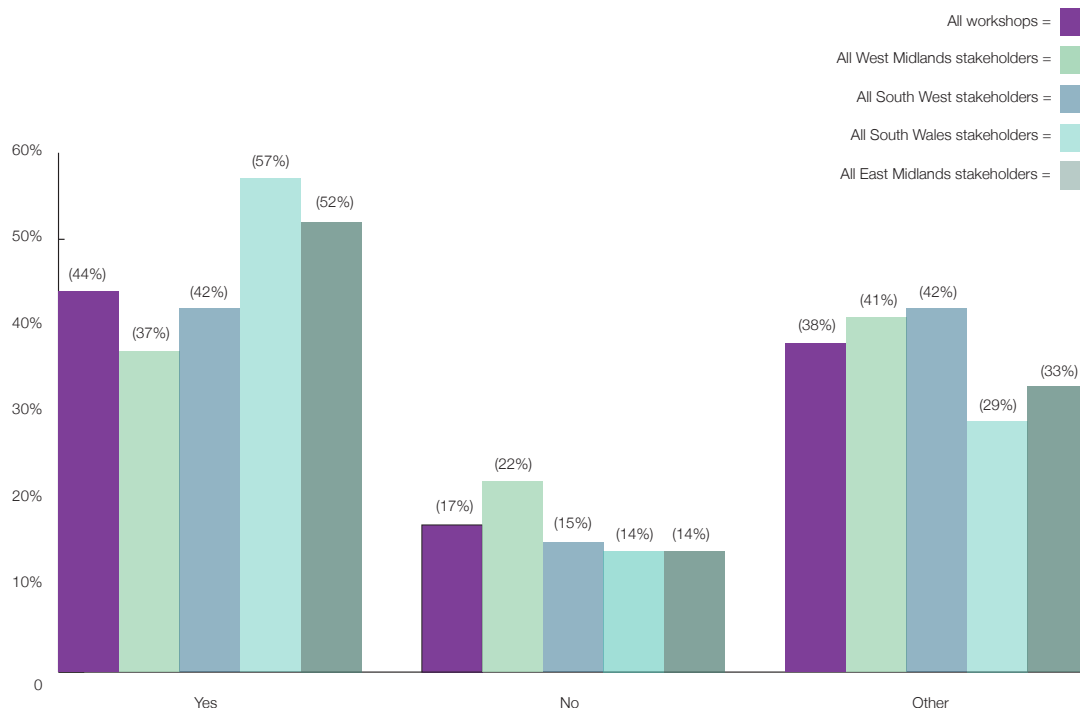
Stakeholders reported plans for new housing in all four regions. At a number of workshops, stakeholders indicated that some developments were expected to incorporate LCTs such as solar panels or EV charge points. Other aspects of growth included renewable schemes, the installation of EV charge points, and enterprise zone developments.

Globally, the survey results showed a fairly even divide among those who were 'not sure' whether Covid-19 would affect volumes (32%), those who expected delays (34%) and those who did not expect delays (34%). At a regional level, however, a higher proportion of stakeholders in the South West said that they were anticipating delays to developments (41%) compared to just a quarter of stakeholders in South Wales. Several local authorities confirmed that applications had not slowed, although a number of businesses reported delays to projects. Discussions highlighted the high levels of uncertainty, and stakeholders stressed that the economy and government policy would play a deciding role.

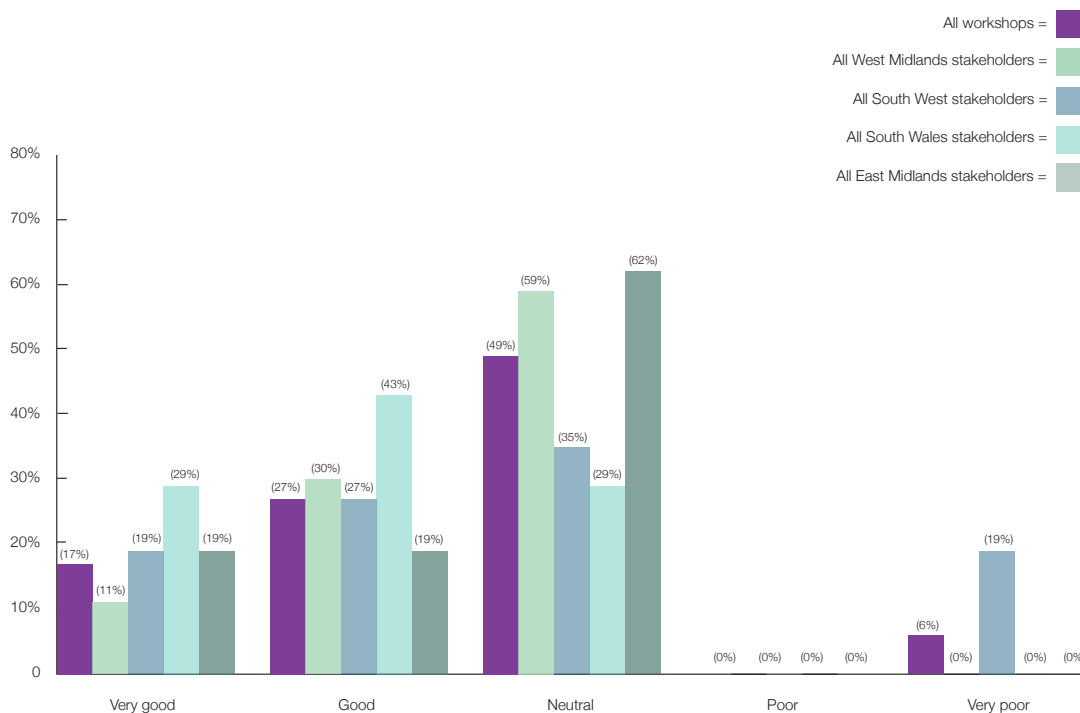
Stakeholders at all four events agreed that community energy had an important role to play in terms of achieving Net Zero, giving communities more control over their energy and solving grid constraints. There was agreement across the workshops that WPD could do more to educate community groups, for example, by holding workshops or surgeries, providing technical support, including on feasibility, and advising on funding opportunities. There were calls for the company to lobby government to effect policy change. Some felt that WPD should go further by prioritising local groups in the connections process and considering the social value of community energy projects when allocating grid capacity.

Across the workshop series, there was widespread support for WPD's outputs on community energy and connections. Attendees confirmed the importance of a joined-up approach and suggested that WPD engage with stakeholders at the early stages of planning. In all four regions, stakeholders recognised the importance of data sharing. Suggestions for improvements in this area included increasing visibility of connection costs and capacity, ensuring that the website is user-friendly and informative, providing data for smaller connections and sharing case studies. The output to introduce a Community Engineer in each licence area proved popular in all four regions. It was felt that communities would benefit from their expertise, and local knowledge was seen as key.

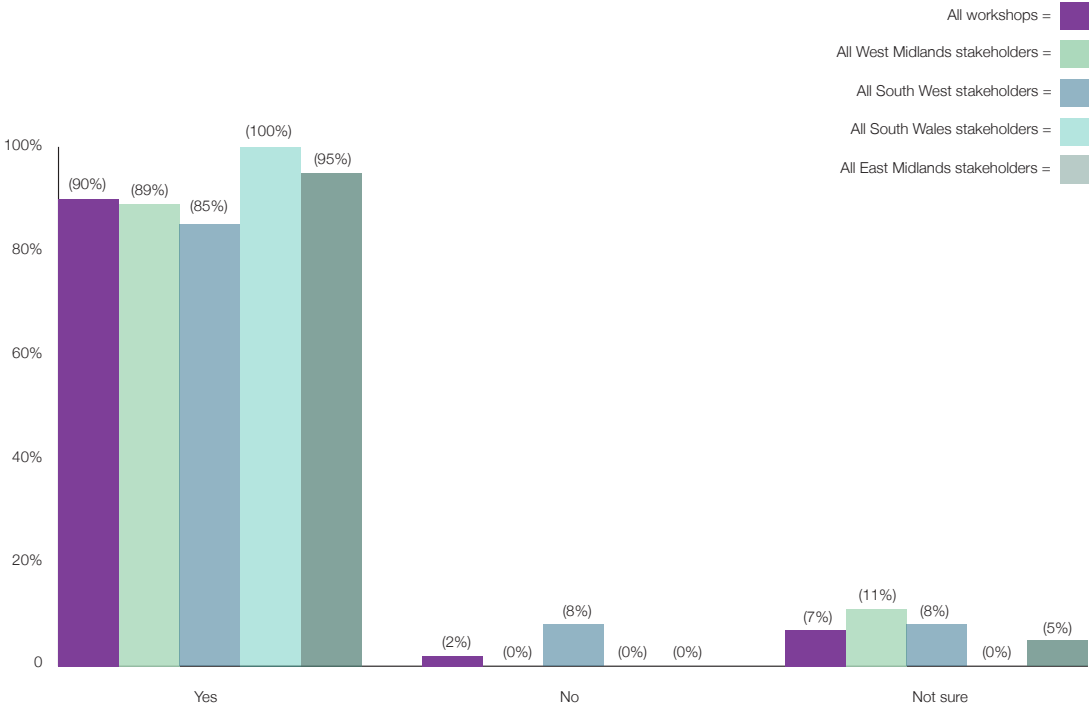
Have you / your organisation engaged with us with as part of our DFES planning?



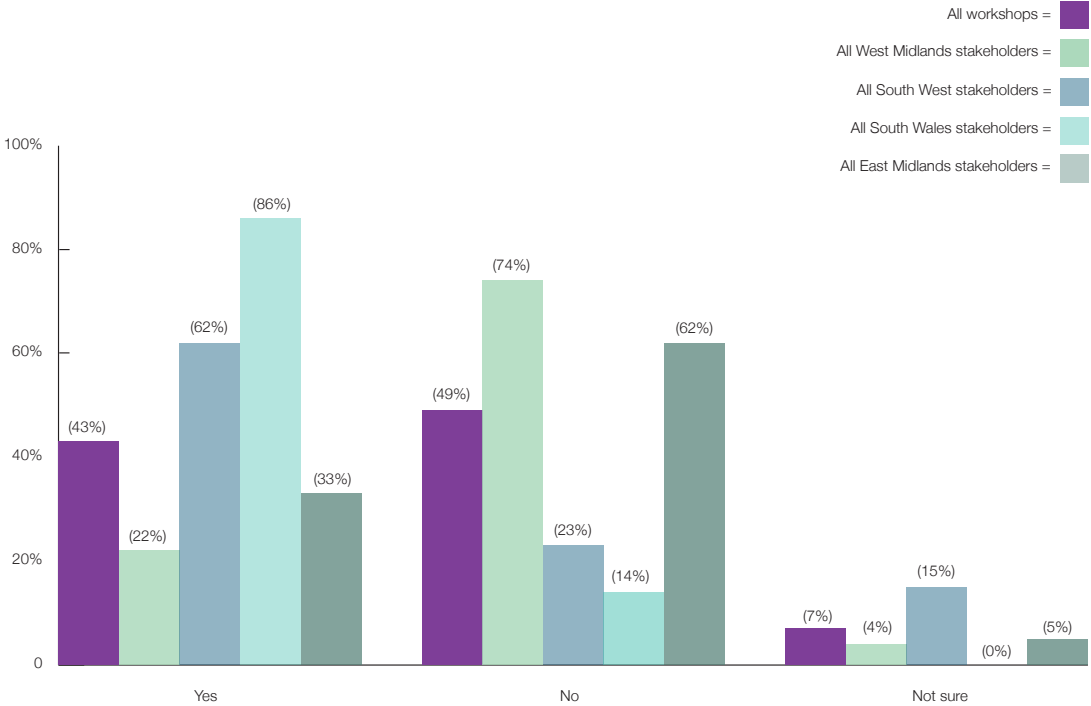
If you have engaged with us as part of our DFES planning, how would you rate this engagement?



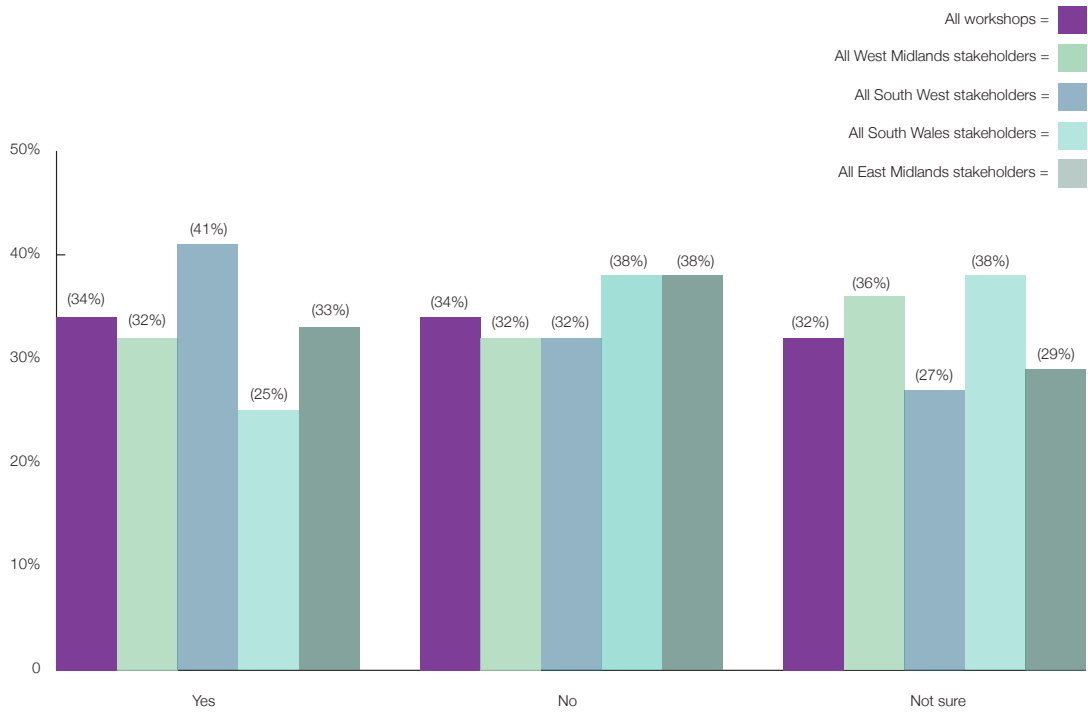
Would you be willing to engage with us more?



Have you heard of our Energy Data Hub?



Do you expect delays to the volumes of industrial / commercial / domestic developments
you are predicting as a result of Covid-19?



6 | SESSION THREE: SUPPORTING THE TRANSITION TO NET ZERO

The third presentation outlined WPD's efforts to support the transition to Net Zero, including the use of low-carbon technologies (LCTs), such as electric vehicles and heat pumps, as well as efforts to minimise losses. During the breakout discussions, stakeholders were asked about their organisation's targets for Net Zero and plans for low-carbon technologies. They were also asked to feed back on some of WPD's draft outputs around Net Zero and innovation.

Three quarters (75%) of survey respondents across the 11 events indicated that their local authority had set a target date for reaching Net Zero. In the South West, 86% of stakeholders said that their local authority had set a target date, compared to just 57% of stakeholders in the East Midlands. Moreover, 76% of delegates across all the events reported that their local authority had declared a climate emergency. In all four regions, a large number of local authorities had set their sights higher than the UK 2050 Net Zero target, with 2030 a common goal for local authorities. Stakeholders also referred to national and regional ambitions, including the Welsh public sector's 2030 Net Zero target and the West Midlands Combined Authority 2041 target. It was felt that WPD's Business Plan should support these targets, even where they are more ambitious than those of the UK government.

Some local authorities reported that their energy strategies were still under development, although they generally had an idea of which LCTs were likely to feature. Others had set targets or intended to roll out plans, with Transport for Wales planning to install 1,200 charging points in early 2021, subject to application, and a project on the Isles of Scilly aiming to install a network of 30 charging points.

Across the four regions, strategies to roll out LCTs seemed to prioritise EV charging. Stakeholders reported existing or planned charge points in offices, car parks, schools and housing, and several organisations had already introduced EVs to their fleet. Uptake and awareness of heat pumps tended to be more mixed. Some councils reported plans to install heat pump networks, and others were considering using heat pumps in council buildings and new housing. Some hoped to retrofit heat pumps to help get buildings to Net Zero, and others approached the technology from a community energy angle.

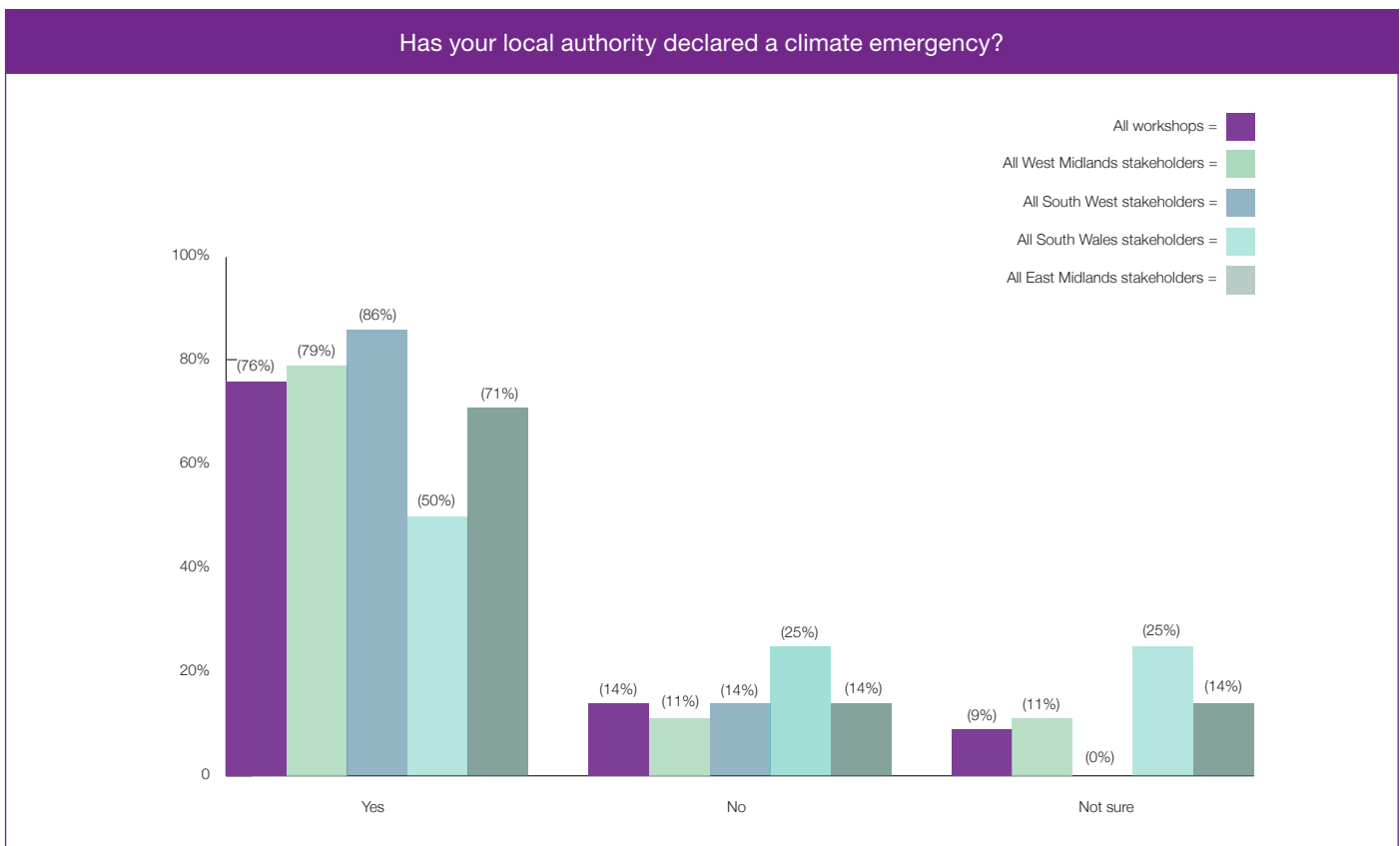
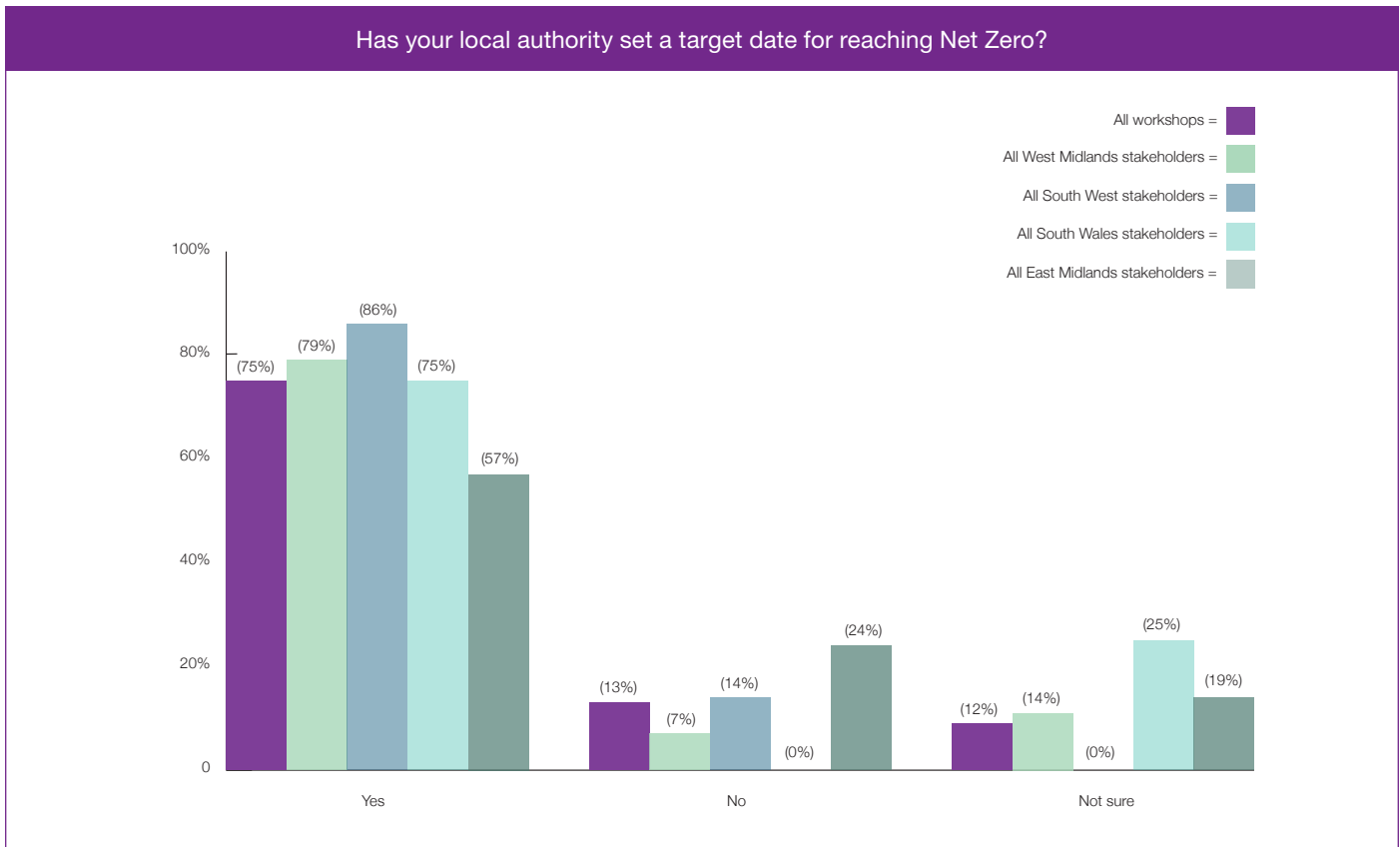
In all four regions, PV featured in stakeholders' plans for LCT roll-out. Stakeholders were interested in using the technology in council buildings, businesses and housing stock. There were also plans for a PV farm and community energy projects involving solar. Some were considering the use of battery storage, and wind energy was also mentioned. Hydrogen was mentioned in all four regions, usually in the context of refuse vehicles or heavy vehicles, although stakeholders stressed that more research was needed before they commit to the technology.

There was no consensus as to whether the adoption of LCTs would be delayed in light of Covid. Some councils reported delays as officers' tasks had shifted to Covid-related matters, while others explained that their focus remained on the rapid roll-out of LCTs. It was felt that strategies for the decarbonisation of transport may be affected by the rise in homeworking and the drop in public transport use. It was generally felt that factors such as direction from government, support for local action and funding would play a deciding role.

Net Zero and innovation were seen as key aspects of WPD's business, and there was widespread support for the company's outputs. There were calls for the company to take a leading role as a DNO, raise its ambition around Net Zero and innovation, and ensure that the transition to Net Zero is inclusive and just. Stakeholders in a number of regions agreed that WPD should prioritise finding innovative solutions to providing additional network capacity. Stakeholders felt that better communication from WPD around local opportunities would facilitate this, and many were interested in accessing simple information on network availability in different areas.

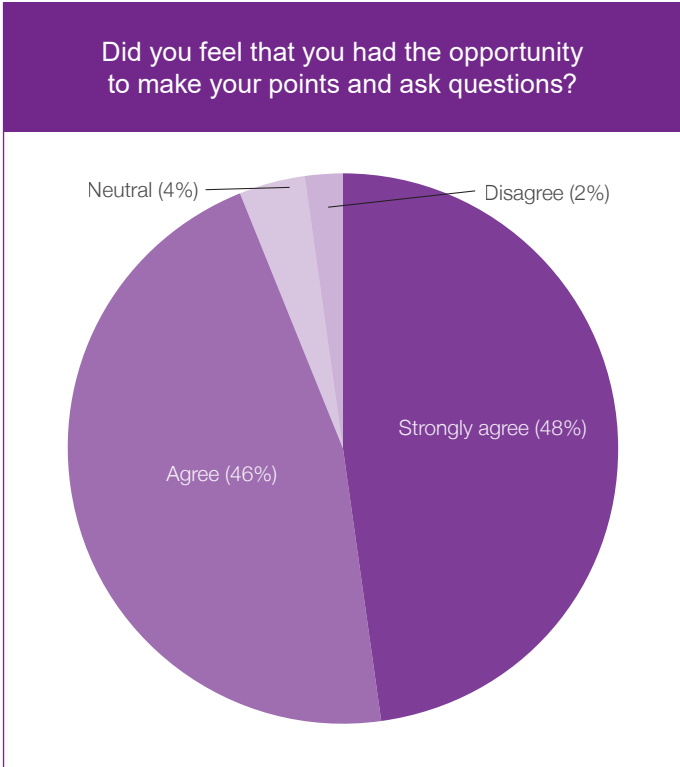
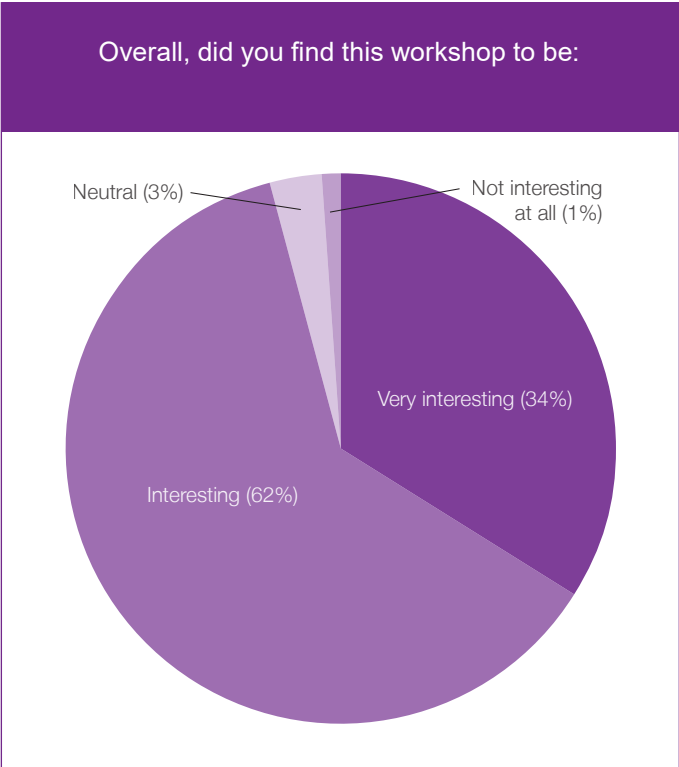
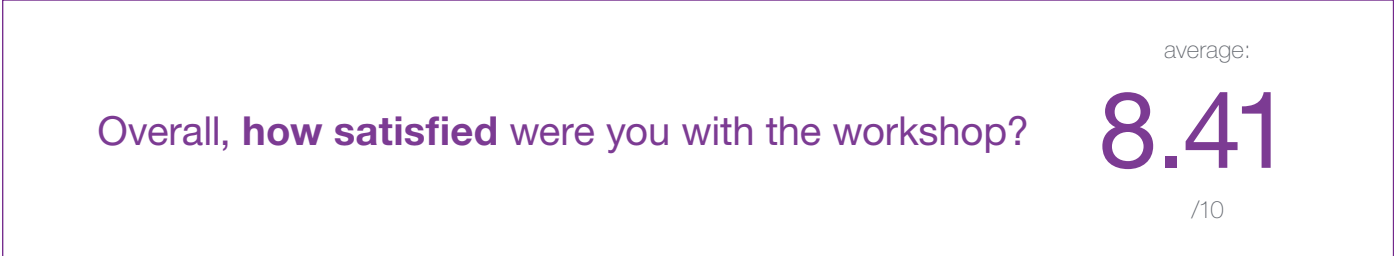
The new ideas portal was widely seen as a positive development that could effectively support WPD customers in their Net Zero ambitions. The company was advised that the portal should be accessible to a wide range of stakeholders, including consumers and communities. Similarly, it was commented that WPD's annual innovation projects ideas call should be open to a variety of projects. Although there was support for annual engagement with stakeholders to create refreshed Future Energy Scenarios, some felt that engagement should be more frequent, with suggestions for regular online meetings and focused consultations.

There was agreement that WPD should engage with a range of stakeholders on innovation and Net Zero, including housebuilders and developers, to enable shared planning. Stakeholders in several regions felt that WPD should have a signposting role. Customer engagement and education was widely seen as important, and there was also support for WPD to bolster community projects by providing resources such as business templates. WPD was advised to ensure that its website is easy to use and consider introducing specific staff to engage on innovation.



7 | APPENDIX 1: EVENT FEEDBACK

After the workshop, stakeholders were asked to complete a short feedback form. The feedback was as follows:

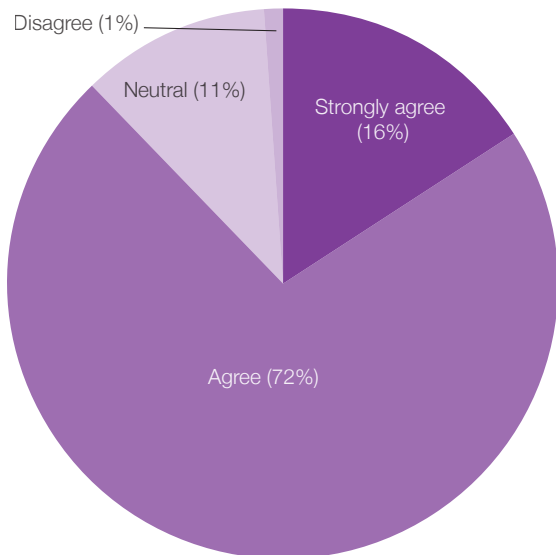


“Our facilitator was very good and made sure everyone was given an opportunity to engage, although I felt some additional time for more open discussion could have been helpful.”

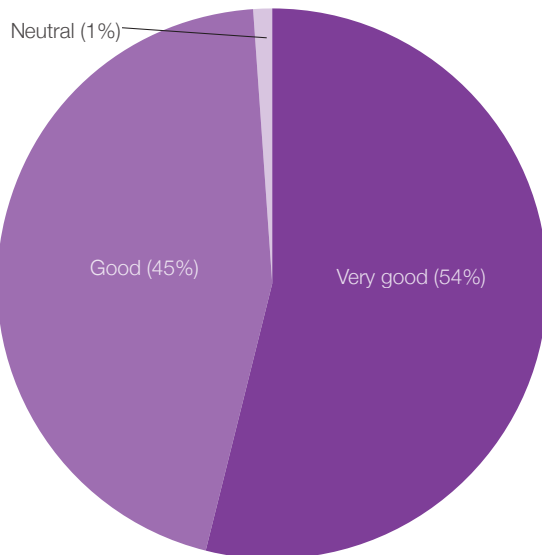
“The workshop had very useful discussion with a lot of common [topic] groups from stakeholders. It clearly makes a case for more dialogue in the near future.”

“It was very well conducted to ensure all opinions were sought after.”

Did we cover the right topics for you on the day?



What did you think of the way the workshop was chaired by your facilitator?



“The workshop was a helpful overview and tried to convey some complex, technical and jargon-strewn topics to a mixed audience.”

“I’ve not been involved directly in the energy industry, so it is always useful to see what the latest hot topics are.”

“I would appreciate some examples of smarter energy solutions. I think WPD needs to actively engage with the development industry as there doesn’t seem to be any representation from them at the workshop.”

“There could be some more focus on the next steps. Overall, it was a useful meeting, well run, relevant and interesting.”

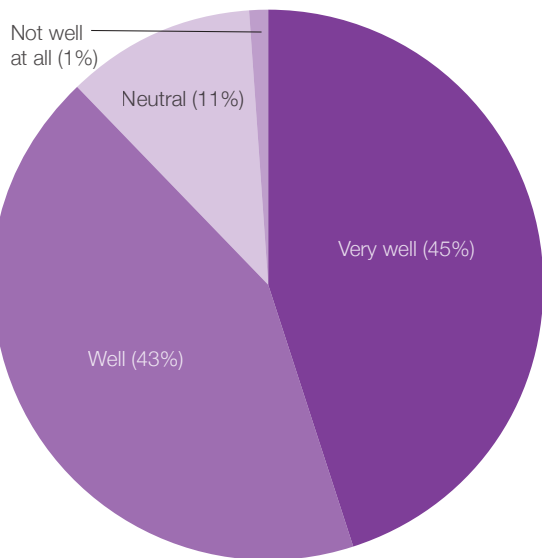
“The facilitator was calm and fair and managed the group effectively.”

“They did well considering it was all new technology.”

“There was good facilitation by EQ in our workshop.”

“I thought the facilitator was very smooth and fluid, considering the new method and technology used.”

How well do you think the online format worked?



“I thought it worked very smoothly and the transitions from the main group to the smaller groups worked well.”

“I thought the online format was good.”

“The workshop was a lot easier to attend. Please keep doing them online.”

“Given the geographical spread, you probably got a better turnout than you would get with an in-person meeting.”

Any other comments?

“It was a good session and well facilitated. There was the right balance of information and interaction with a welcome break mid-point.”

“It was a well put together webinar.”

“I welcome the return of face-to-face meetings, but online engagement works well in the meantime.”

“We would welcome continuing dialogue as the WPD Business Plan is developed.”

“I hope the comments and feedback delegates gave in the session are helpful and will make a positive difference to WPD’s thinking, especially regarding reaching the county’s 2030 Net Zero carbon target.”

“Nothing to add – thank you for arranging this workshop.”

8 | APPENDIX 2: OUTPUTS

NETWORK RELIABILITY & RESILIENCE

Volumes of faults will be no higher than in ED1 but in ED2 there will be a reduced impact on the customer.
Inspect, maintain and repair defects on our network in line with our policy.
Reduction of tree related faults on high voltage (HV) and extra high voltage (EHV) overhead networks due to use of LIDAR but in ED2 there will be a reduced impact on the customer.
Further improve our asset condition data to ensure we efficiently improve the health of our network.
Continue to focus on restoring supplies quickly and will continue to target achieving more than 85% of customers (that are not automatically restored) within one hour.
WPD will continue to focus on restoring customer supplies within 12 hours.
In ED2 we will complete a resilience clearance programme on the EHV network.
In ED2, we will continue to install further flood defences to reflect updated data from the Environment Agency.
Underground or divert overhead lines that are adjacent to or cross school playing areas.

CONNECTIONS & COMMUNITY ENERGY

Provide new connections quotations and energisation in line with customer requirements.
Provide our broadest range of pre-application information ever to support customers looking to connect to the network.
Engage with local authorities and local enterprise partnerships to understand their requirements for strategic investment in terms of changes in demand or network use.
Improve DNO/IDNO cross border working practices and promote competition in connections (to ensure that the consumer is best served under the process).
During ED2 the significance of Community Energy projects will be further enhanced, including the introduction of an annual call targeted especially at community groups and their representatives.
Have a dedicated Community Engineer in each of our licence areas.

NET ZERO & INNOVATION

Engagement with stakeholders on an annual basis to create refreshed Future Energy Scenarios.
Our popular annual innovation project ideas call will continue throughout ED2 with priorities set through stakeholder engagement. Our team of dedicated innovators will also scope and propose projects along with colleagues across the business.
A new interactive “ideas portal” will be developed aimed at staff, third parties, communities and other stakeholders where suggestions for new projects can be made.
Develop a balanced scorecard approach to identify the areas where flexible services will benefit the customer.
Ensure customers aiming to connect new LCTs (such as electric vehicle charge points) are engaged regularly, with new services and processes developed to respond to their needs and provide clarity on connections rules.

